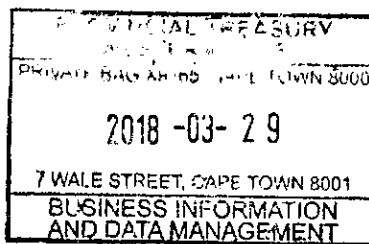


Western Cape: Matzikama Municipality (WC011) - Schedule of Service Delivery Standards Table 2018/2019

Standard	Description	Ref	Service Level
Solid Waste Removal			
Premise based removal (Residential Frequency)			weekly
Premise based removal (Business Frequency)			weekly/ 2 x weekly
Bulk Removal (Frequency)			monthly
Removal Bags provided(Yes/No)			yes
Garden refuse removal Included (Yes/No)			No
Street Cleaning Frequency in CBD			daily
Street Cleaning Frequency in areas excluding CBD			monthly
How soon are public areas cleaned after events (24hours/48hours/longer)			24hours
Cleaning of illegal dumping (24hours/48hours/longer)			48hours
Recycling or environmentally friendly practices(Yes/No)			yes
Licensed landfill site(Yes/No)			yes, Only one
Water Service			
Water Quality rating (Blue/Green/Brown/NO drop)			Blue = 61 / Green = 58
Is free water available to all? (All/only to the indigent consumers)			to all consumers
Frequency of meter reading? (per month, per year)			per month
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)			based over 3 months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)			one month
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>			
One service connection affected (number of hours)			2 - 3 hours
Up to 5 service connection affected (number of hours)			3 - 5 hours
Up to 20 service connection affected (number of hours)			5 - 7 hours
Feeder pipe larger than 800mm (number of hours)			N/A
What is the average minimum water flow in your municipality?			2778 litres per second
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)			No
How long does it take to replace faulty water meters? (days)			1 - 2 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)			No
Electricity Service			
What is your electricity availability percentage on average per month?			95%
Do your municipality have a ripple control in place that is operational? (Yes/No)			no
How much do you estimate is the cost saving in utilizing the ripple control system?			N/A
What is the frequency of meters being read? (per month, per year)			monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)			three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)			one month
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)			immediately
Are accounts normally calculated on actual readings? (Yes/no)			yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)			Yes
How long does it take to replace faulty meters? (days)			2 hours
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)			Yes
How effective is the action plan in curbing line losses? (Good/Bad)			Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)			1-2 days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)			1-7 days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)			1 day
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)			1-7 days
Sewerage Service			
Are your purification system effective enough to put water back in to the system after purification?			yes
To what extend do you subsidize your indigent consumers?			actual service per month
<i>How long does it take to restore sewerage breakages on average</i>			
Severe overflow? (hours)			2 - 4 hours
Sewer blocked pipes: Large pipes? (Hours)			2 - 4 hours
Sewer blocked pipes: Small pipes? (Hours)			2 - 4 hours
Spillage clean-up? (hours)			2 - 4 hours
Replacement of manhole covers? (Hours)			1 - 3 hours
Road Infrastructure Services			
Time taken to repair a single pothole on a major road? (Hours)			3 hours
Time taken to repair a single pothole on a minor road? (Hours)			2 hours
Time taken to repair a road following an open trench service crossing? (Hours)			5 hours
Time taken to repair walkways? (Hours)			3 hours
Property valuations			
How long does it take on average from completion to the first account being issued? (one month/three months or longer)			three months after GV
Do you have any special rating properties? (Yes/No)			no
Financial Management			
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)			No change
Are the financial statement outsourced? (Yes/No)			Yes



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Standard	Description	Ref	Service Level
	Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?		Yes
	How long does it take for an Tax/Invoice to be paid from the date it has been received?		30 Days
	Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?		No
Administration			
	Reaction time on enquiries and requests?		1 day
	Time to respond to a verbal customer enquiry or request? (working days)		1 day
	Time to respond to a written customer enquiry or request? (working days)		10 days
	Time to resolve a customer enquiry or request? (working days)		1 to 5 days
	What percentage of calls are not answered? (5%, 10% or more)		2%
	How long does it take to respond to voice mails? (hours)		Not applicable
	Does the municipality have control over locked enquiries? (Yes/No)		Yes
	Is there a reduction in the number of complaints or not? (Yes/No)		No
	How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)		1 Week
	How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?		0 Times
Community safety and licensing services			
	How long does it take to register a vehicle? (minutes)		2 - 4 MIN
	How long does it take to renew a vehicle license? (minutes)		2 - 4 MIN
	How long does it take to issue a duplicate registration certificate vehicle? (minutes)		2 - 4 MIN
	How long does it take to de-register a vehicle? (minutes)		2 - 4 MIN
	How long does it take to renew a drivers license? (minutes)		7 - 10 MIN
	What is the average reaction time of the fire service to an incident? (minutes)		15 MIN
	What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)		15 MIN MAX
	What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)		40 Min STANDARD
Economic development			
	How many economic development projects does the municipality drive?		6
	How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?		6
	What percentage of the projects have created sustainable job security?		75%
	Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)		Yes
Other Service delivery and communication			
	Is a information package handed to the new customer? (Yes/No)		Yes
	Does the municipality have training or information sessions to inform the community? (Yes/No)		Yes
	Are customers treated in a professional and humenly manner? (Yes/No)		Yes